



Transforming the Massachusetts Death Certificate Process

Vitals Information Partnership (V.I.P.)

EDRS System Overview and Update for Funeral Homes

July 2014

ON REVERSE SIDE
USE BY
FUNERAL HOMES

The Commonwealth of Massachusetts
STANDARD CERTIFICATE OF DEATH
REGISTRY OF VITAL RECORDS AND STATISTICS

1. NAME OF DECEASED (Print name)
2. SEX
3. PLACE OF DEATH (Specify)
4. COUNTY OF DEATH
5. HOSPITAL OR OTHER INSTITUTION (Specify)
6. SOCIAL SECURITY NUMBER
7. RACE (Specify)
8. DATE OF BIRTH (Month, Day, Year)
9. DEATH PLACE (City and State or Foreign)
10. MARRIED, NEVER MARRIED, WIDOWED OR DIVORCED
11. USUAL OCCUPATION (Year - if retired)
12. RESIDENCE - NO. & ST., CITY/TOWN, COUNTY, STATE/COUNTRY
13. FATHER - FULL NAME
14. STATE OF BIRTH (If not U.S., name country)
15. MOTHER - NAME
16. PERFORMANT'S NAME
17. MAILING ADDRESS - NO. & ST., CITY/TOWN, STATE, ZIP CODE
18. PLACE OF DEPOSITION (Specify at Cemetery, Church or other)
19. LOCATION (City/Town, State)
20. DATE OF DEPOSITION (Month, Day, Year)
21. NAME AND ADDRESS OF FACILITY OR OTHER DISPOSER
22. NAME AND ADDRESS OF FACILITY OR OTHER DISPOSER

DECEDENT
INFORMANT
DISPOSITION



Handouts

- Sample Forms
- Opt-in and ePermit factsheet
- Preparation for EDRS Handout
- Posters and Brochures
- VG/VIP enrollment forms
- Workflow Diagrams



Agenda

- Overview of Changes to the Process
- Forms
- Project Status
- Rollout Planning
- Demonstration
- Next Steps: Enrollment Requirements
- Questions



Changes to Process

- Secure, online processing enabled – No paper submissions to burial agents or clerks!
- New fields and data rules comply with federal guidelines
- The online workflow is similar to the current paper process
- Hospitals and other medical facilities may support different processes. Most will have data entry staff obtaining certification
- Two methods for Death Records to be certified:
 - Medical certifiers may certify records online with a user account
 - Medical certifiers may certify death records by fax referred to as fax attestation without a user account



Changes to Death Certificate

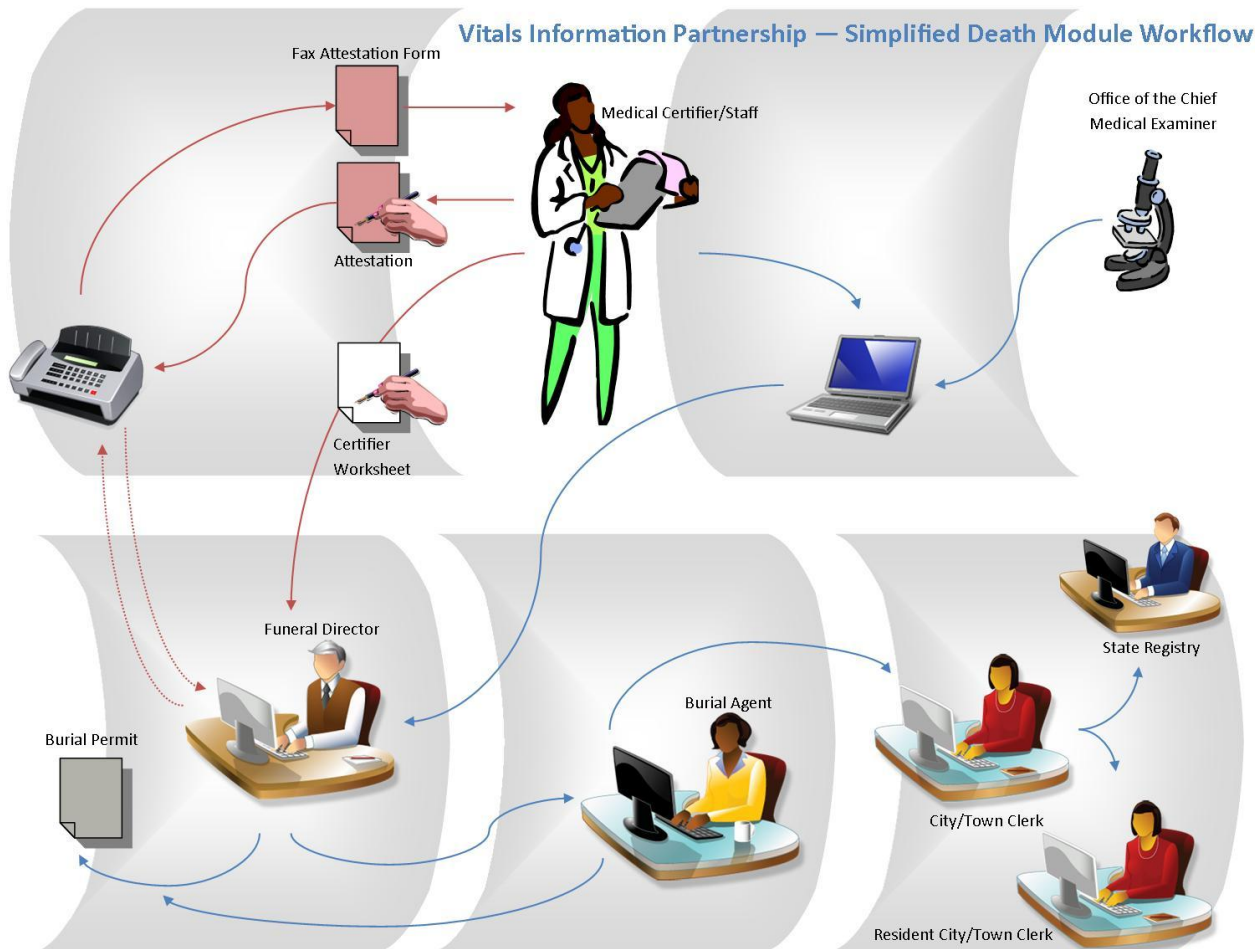
- Death Certificate Changes coming on **September 1, 2014** to comply with 2003 federal standards
 - Three new data items added in medical portion of death certificate:
 - Pregnancy status at time of death
 - Transportation injury question
 - Tobacco question
 - New forms take the place of current paper death certificate and disposition permit
 - Most medical certifiers will fill out a new form, Death Certificate Certifier Worksheet, instead of their portion of the paper death certificate, unless they have an account



Changes to Process Workflow

- Death records will be processed electronically and 'sent' to the next person in the process instead of providing the paper in person – funeral homes need a user account to process records online
- Electronic processing includes a number of validation checks such as the date of death cannot be before the date of birth, additional age checking, and required fields are completed. Date format and ink color will no longer require amendments
- You will find records that require actions on your part in a 'To Do' list, called a work queue when you log into the system
- The clerk of residence will be able to register and issue certified copies as soon as the clerk of occurrence registers the record
- You will fax evidence, such as the pronouncement form, into the system. These forms will not be submitted to the clerk

EDRS Simplified Workflow





Changes to Process - Permits

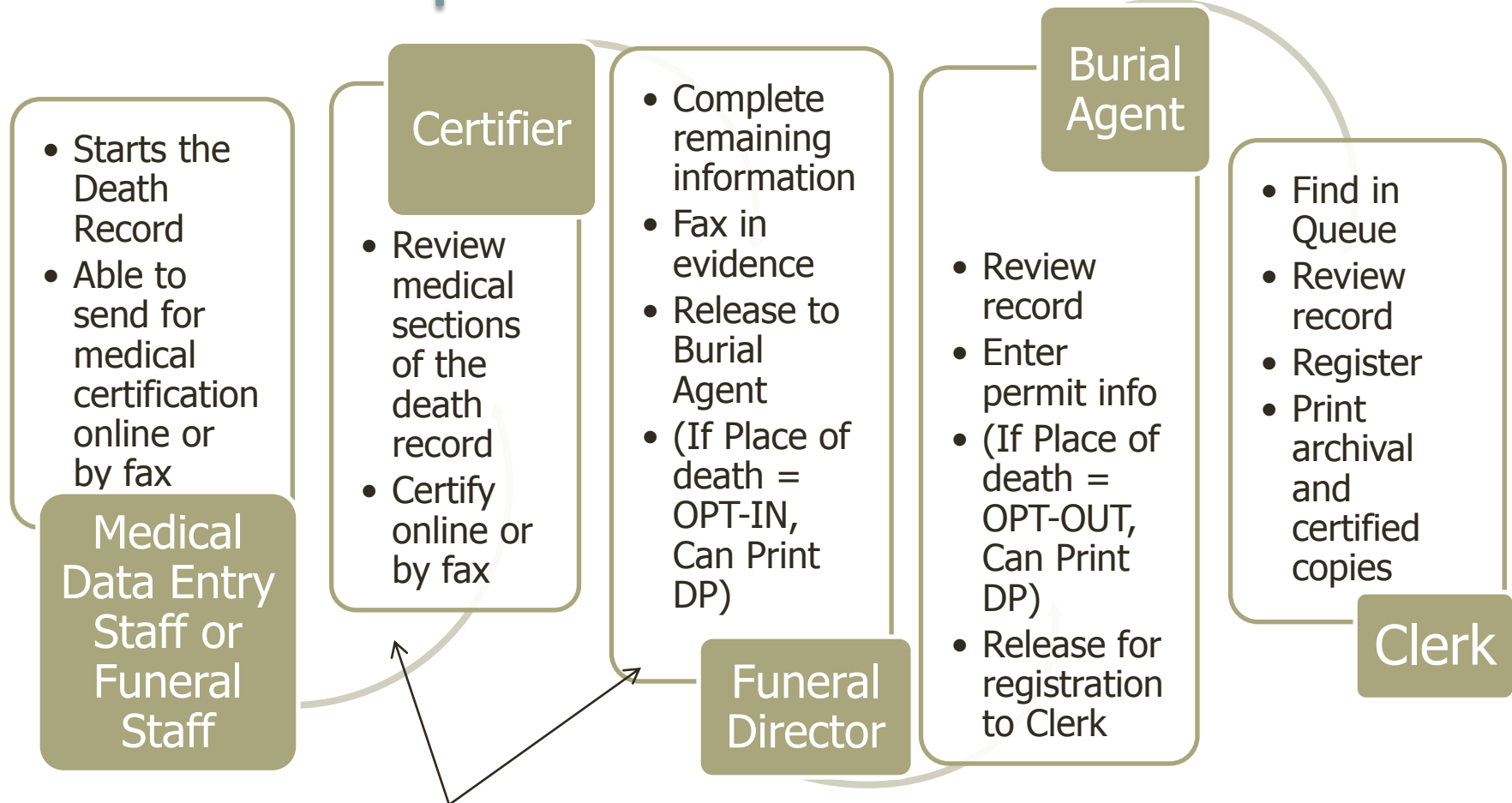
- Funeral Directors will be able to print the permit from their offices when the permit is ready to print
- The Burial Agent determines when the permit is ready to print. The permit is ready to print when the date issued and permit number have been assigned
- The EDRS will offer communities an option for printing burial permits to support the different permit printing needs
 - If the community “opts-in” to this option, funeral directors will be able to print an ‘ePermit’ from EDRS as soon as the record is completed and released to the burial agent for review
 - If the community “opts-out”, funeral directors will be able to print the permit from EDRS as soon as the burial agent has entered the date issues, permit number, and assigned a burial agent to the record



Changes to Process - Permits

- With either option, the system requires the burial agent to review the record and issue the permit number before releasing the record to the clerk for registration
 - E-permits issued prior to review will contain a state tracking number only; those issued after review will also contain a local permit number
 - If the city/town Opts-in, ePermits can be printed at any time, during business hours and during off hours
- Permits can be printed from the EDRS by either the burial agent or the funeral director.
 - Except in rare cases, funeral directors will not need to drive to the burial agent to obtain the permit
 - The timing of issuance and release for registration is at the discretion of the burial agent
 - If the community Opts-in, no need to cover outside business hours issuance
 - Opt-out communities should issue outside business hours permits using the EDRS. The [burial agents who issue permits online must have accounts](#)
 - Otherwise, outside business hours issuance may occur on paper and be entered into the system on the next day. This is not a recommended process
 - If a burial agent plans to issue permits outside business hours on paper, we need to discuss what paperwork will be produced for review, as the system will not print a death certificate for review, possible use of the Verification Form

Simplified EDRS Process



Records are '**sent**' in the system to the users who will perform the next action on the record, such as registration using work queues or To Do Lists.

Permit Printing Options Opt-In

Immediate Disposition (Burial) Permit Options

in the VIP Electronic Death Registration System (EDRS): “Opt-In”

1

Medical and Demographic Info is completed in VIP EDRS, and Funeral Director indicates “ready to release.”

VIP EDRS electronically checks for completeness and consistency.



Funeral Director

2

If complete and consistent, record is released to burial agent and the funeral director may print a burial permit immediately and 24/7.

24/7

Burial Permit

If printed prior to local permit number, the permit displays only the state tracking number and the designation “e-permit.”

If printed after local permit number, the permit will contain the local permit number as well.



Burial Agent

3

Burial agent reviews record and, if acceptable, assigns a local permit number, which may be before *or after* the funeral director prints the permit. Burial agent may also print the permit.

If record is not acceptable, burial agent may return the death record for correction. This will not prevent a funeral director from using a permit already printed.

4

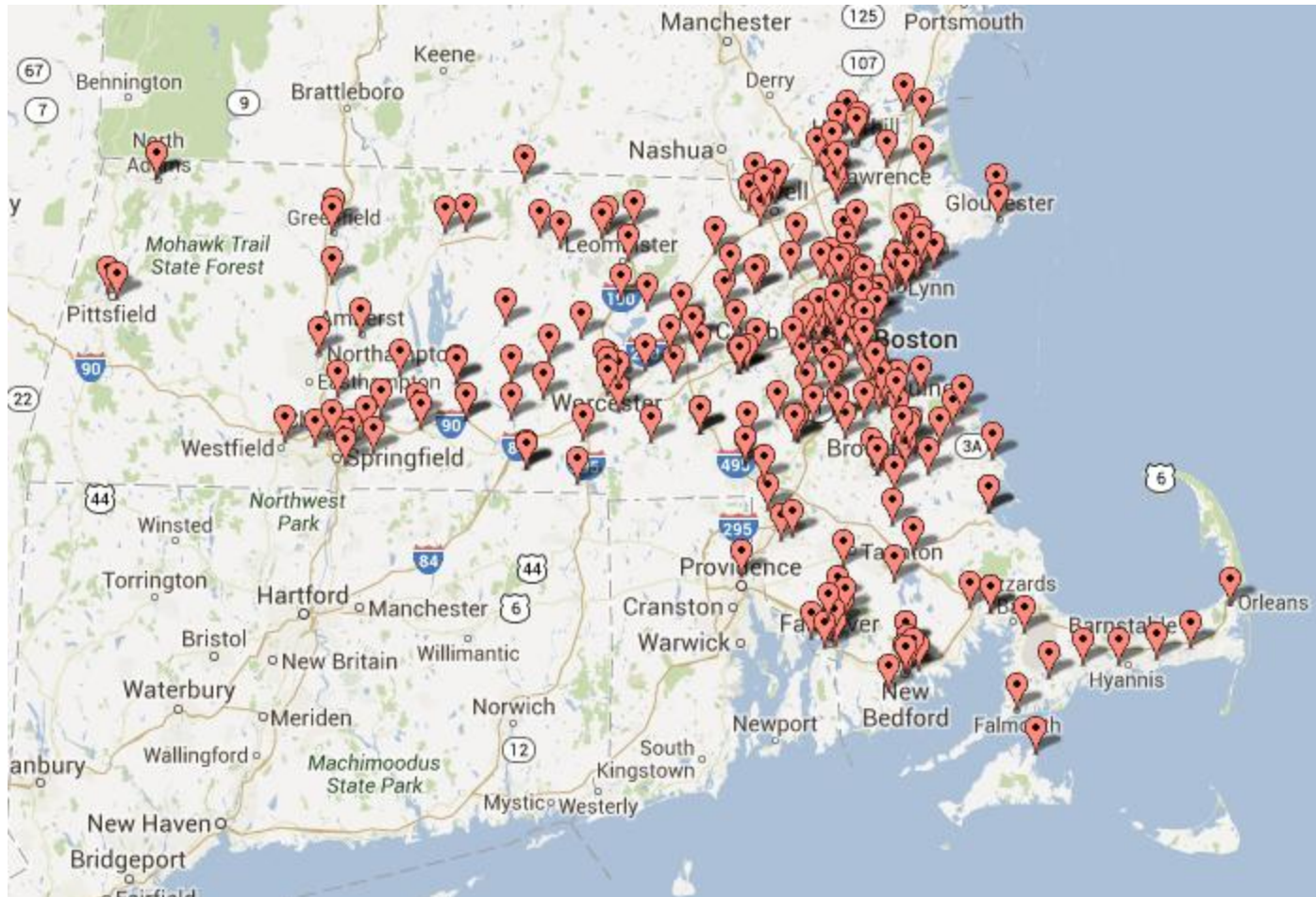
Burial agent releases record to Clerk after review (and payment, if applicable).



Project Status

- Website Update
 - www.mass.gov/dph/vip
 - New presentations, enrollment guides
- VIP Software Practice Site
 - Ready for use in April
 - Sign up for webinars in April to receive login information
- Implementation Date Dependencies
 - Performance: thorough testing for births and deaths modules
 - Target implementation date on **September 1, 2014**

Enrolled Funeral Homes



*80 additional funeral homes are not pictured due to software limitations.



Future Enhancements

- Out of Commonwealth Deaths
- Delayed Death Records
- Presumptive Deaths (by court order)
- Secondary Disposition Permits (permits granted after the record is registered)
 - Initial Disposition is captured in VIP EDRS for registration
 - Subsequent permits, such as those for removal and re-interment will require another permit OUTSIDE the EDRS
 - Fillable PDF
 - Paper Booklets



Roll-out Strategy

- Preparation
 - All users and their staff should be online and take training, when available, prior to the implementation date
 - Allow for at least 8 hours of training/practice time to train on the system. The time needed will also depend on experience with computers
 - Make sure your burial agent is on board, if not send us an email at vip@state.ma.us
- EDRS Implementation Date
 - Implemented statewide on the target date
 - All deaths on or after that date will be entered into EDRS
 - Pre implementation 2014 death records will not be entered into the system



Roll-out Strategy, cont.

- What if a paper death certificate is submitted?
 - A 30 Day grace period will occur
 - If submitted within the grace period, accept the old paper death certificate:
 - If the certifier signs the old paper death certificate, continue on paper--No entry into EDRS by funeral homes
 - Funeral Homes to provide certifier with handout provided by RVRS
 - Burial agents issue on paper
 - Clerks register on paper
 - Clerks should send VIP project team a note to follow-up with funeral homes without accounts
 - Funeral homes not online can work through a funeral home that is online: Trade Service Call
 - When in doubt, call VIP project team – RVRS



Practice Environment

- Sandbox is available
- Printing will be implemented soon
- Faxing will not be available in the Sandbox
- See handouts
 - Quick Start Guide to Using the EDRS Sandbox
 - Your User Role Guide to Using the VIP Sandbox
- Attend webinars to ask questions
- Use the Practice User Roles on the Cheat Sheet
- Password must be provided in a webinar or by telephone
- Formal training material under review and soon available
- Recordings of webinars to be made available



Preparation Steps for EDRS

- VIP partners should request accounts now by completing and submitting the agreements
- Orientation sessions and pre recorded webinars are available and will increase as the implementation date approaches
- Prepare your staff to use the system before it is required
- The electronic system is scheduled to be implemented on September 1, 2014
- We urge you to have all user accounts activated prior to implementation



VG/VIP Agreements

- There are four different agreements: 3 paper, 1 electronic
- Mail the signed paper forms to the address below which is different from the address on the forms

Registry of Vital Records and Statistics

ATTN: VIP Enrollment Forms

150 Mt. Vernon Street, 1st Floor

Boston, MA 02125-3105

- Forms are preprocessed at RVRS for completeness
- Email the electronic form (URF) to vip@state.ma.us
- Complete processing time for user accounts is 3 - 4 weeks
- Use the enrollment guide for funeral homes on the website to fill out the paperwork



User Roles

- Funeral Home Data Entry Group (referred to as Funeral Home Assistant Group on version 3 User Request forms)
 - Can create, update, fax, print forms and permits
- Funeral Home Director Group
 - Can perform all of the above and is authorized to release the record to the burial agent for permit



Creation of User Accounts

- Two step process for account creation
 - Step 1. Creation of an AIMS Account to go through the Virtual Gateway (VG)
 - When AIMS account is created, email sent to user from the Virtual Gateway team
 - User should change the temporary password on the Virtual Gateway within 7 days of receipt of email
 - Contact the Virtual Gateway customer service team with issues related to passwords at 800-421-0938
 - You will not be able to access VIP, until step 2 has been completed



Creation of User Accounts

- Step 2. Creation of VIP Account to access EDRS
 - Each user will receive an email from the VIP Project team when the VIP account has been created
 - Training documents and training information will be sent to each user
- Additional Information may be necessary after you have an account for printing the death certificate
 - Identify type 3 directors; only type 3 directors will be printed on the death certificate
 - Establish final location names and addresses for printing on the death certificate
 - Use the Funeral Home Additional Info spreadsheet or email us



More information?

- More information about account creation and other training material is available on the Registry's VIP web page:
www.mass.gov/dph/vip
- Updated information and training resources will be added as they become available.
- Please feel free to email the VIP Project Team with any questions or comments:
vip@state.ma.us